



JOB DESCRIPTION

JOB TITLE:	Wellbeing Officer
DEPARTMENT:	Wolves Foundation
REPORTS TO:	Health Improvement Manager
DIRECT REPORTS:	N/A
LOCATION:	Molineux Stadium and working across the City of Wolverhampton
HOURS PER WEEK:	37.5 hours per week
WORKING ARRANGEMENT:	Your working pattern will predominately be core office hours which are Monday – Friday, 9:00am – 5:30pm; however, flexibility to work evenings, weekends, and matchdays will be necessary and directed by your line manager. Please note there is a requirement to work every home fixture.
DATE:	July 2026

Wolves Foundation plays a pivotal role in the city of Wolverhampton, serving as a trusted and influential force for positive change. Through a dedicated team of skilled staff and volunteers, the Foundation leverages the strong local connection to Wolves to motivate, educate, and inspire individuals and communities to improve their lives.

As it embarks on its 2030 strategy, the charity works collaboratively with key local partners—including the local authority, police, health services, and education providers—to identify and address societal challenges and health inequalities. Using data and insight, it delivers evidence-based interventions through a wide range of projects aligned with its four strategic priorities;

-  Economic Prosperity and Employment
-  Community Safety
-  Health and Wellbeing
-  Stronger Together

Community engagement is central to the Foundation's mission, with a commitment to removing barriers to participation regardless of age, gender, race, religion, sexual orientation, or disability. Its work spans 225 delivery sites across the city, engaging tens of thousands of participants from as young as one month to over 100 years old.

All employees are expected to embody the Foundation's core values and ethos, ensuring excellence in delivery. Professionalism and adherence to contractual, operational, and policy standards are essential to maintaining the integrity and impact of the Foundation's work.



Wolves Values – what we stand for:

Purpose: To make our pack proud by uniting our city, inspiring our communities, and delivering unforgettable moments.

- 🦊 **One Pack:** Collaborate, build trust and care for each other.
- 🦊 **Be Brave:** Be bold, honest, and embrace challenges with courage.
- 🦊 **Raise our Game:** Seek improvement and strive for excellence in everything we do.
- 🦊 **Own It:** Act with integrity and take full responsibility for actions and results on and off the pitch.
- 🦊 **Stay Humble:** Show respect, listen to others, and leave egos at the door.

Job purpose

To lead and develop the club's Suicide Prevention Programme, working both operationally on matchdays and strategically across the organisation to ensure supporters experiencing mental health challenges are supported, safeguarded and appropriately referred. The role will contribute to a safe, inclusive stadium environment that promotes mental wellbeing and early intervention.

Key responsibilities

- 🦊 To have a clear understanding of the Wolverhampton Wanderers Foundations core values and objectives.
- 🦊 To lead the design, development and delivery of the club's Matchday Suicide Prevention Programme, working alongside the Suicide Prevention Steering Group.
- 🦊 To ensure the programme is evidence-informed, accessible to supporters and effectively promoted across the fanbase.
- 🦊 To monitor, evaluate and continuously improve programme delivery and impact.
- 🦊 To identify and support individuals at risk, ensuring safe and appropriate referral into relevant services.
- 🦊 To play a key role in supporting the Head for Health service, ensuring seamless referral pathways for matchday supporters.
- 🦊 To develop and maintain clear, safe and effective referral processes for individuals requiring additional support.
- 🦊 To work collaboratively with internal teams and external partners to ensure joined-up care and follow-up support.
- 🦊 To design and deliver suicide prevention and mental health awareness training for staff, stewards and supporters.
- 🦊 To oversee initiatives such as the "Ow Am Ya" training programme, building confidence in recognising and responding to mental health concerns.
- 🦊 To act as the lead for suicide prevention and mental health response on all matchdays.
- 🦊 To provide immediate and appropriate support to children, young people, adults at risk, and individuals experiencing emotional distress.
- 🦊 To work in partnership with safeguarding teams, stewards, medical staff and emergency services to manage incidents effectively.
- 🦊 To ensure all safeguarding concerns are recorded, reported and escalated in line with Foundation procedures.



- 🛡️ To support the wellbeing of matchday staff and volunteers, including post-incident support where required.
- 🛡️ To contribute to the development of a visible and accessible wellbeing offer for supporters across the stadium.
- 🛡️ To promote a culture of psychological safety and early intervention within the matchday environment.
- 🛡️ To establish and support a Suicide Prevention Fans Stakeholder Group.
- 🛡️ To develop and maintain strong relationships with external partners, including local mental health and wellbeing services.
- 🛡️ To positively represent the Foundation and contribute to internal and external meetings as required.
- 🛡️ Perform other duties as required and directed by your line manager which are considered relevant to the post and the objectives of the Foundation.
- 🛡️ To ensure positive commitment to sustainability and social action projects and targets in line with the Foundation's One Pack One Planet action plan.

Safeguarding responsibilities

- 🛡️ To work alongside the DSL and Head of Safeguarding to ensure safeguarding standards are met and maintained.
- 🛡️ To maintain up-to-date knowledge and CPD relating to safeguarding, mental health and suicide prevention.
- 🛡️ To ensure all work is carried out in line with safeguarding policies and procedures.
- 🛡️ This role involves working with children and/or adults at risk in a regulated activity and requires full adherence to safeguarding responsibilities.

This role involves working with children and/or adults at risk in a Regulated Activity (or in close proximity to children and/or adults at risk). This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children and adults at risk.

Equality, Diversity, and Inclusion

The post holder will demonstrate a strong commitment to equality, diversity, and inclusion, supporting the organisation's strategic aims to remove barriers and address inequality. You will play an active role in promoting an inclusive, discrimination-free environment that ensures fair access to opportunities and resources. This includes fostering a culture of dignity, respect, and belonging where everyone is empowered to contribute, perform, and reach their full potential.

General responsibilities

- 🛡️ Compliance with Wolverhampton Wanderers Foundation Policies.
- 🛡️ Compliance with Wolverhampton Wanderers Foundation health & safety procedures.
- 🛡️ Compliance with Wolverhampton Wanderers Foundation safeguarding policies.
- 🛡️ Champion the club and Foundation values at all times.
- 🛡️ To maintain professional conduct at all times.
- 🛡️ To undertake other duties as may be reasonably expected.



Contractual Information

- ⚡ Due to the nature of the role, there will be a regular requirement to work evenings, weekends and matchdays.

Key relationships

- ⚡ Wolves Foundation Senior Management Team
- ⚡ Head of Safeguarding and wider Safeguarding team
- ⚡ Head of Programmes – Health Improvement & Community Sport
- ⚡ Health Improvement Manager
- ⚡ Health Improvement Team
- ⚡ Stadium Operations Team
- ⚡ Foundation Management Team
- ⚡ External partners and wellbeing services
- ⚡ Premier League
- ⚡ Premier League Foundation
- ⚡ Local authority and mental health services



Person Specification

Job Title: Wellbeing Officer

Knowledge: the level and breadth of knowledge to do the job	Essential	Desirable
🛡️ Strong understanding of suicide prevention approaches	✓	
🛡️ Knowledge of safeguarding procedures for children and adults at risk	✓	
🛡️ Understanding of risk identification, management and escalation	✓	
🛡️ Knowledge of mental health support pathways and services	✓	
🛡️ An understanding of working with adults and children with mental health and wellbeing considerations and possible reasonable adjustments.	✓	
🛡️ Knowledge of local mental health support services		✓
🛡️ Understanding of stadium or event-based safeguarding environments		✓
Technical/work-based skills: skills specific to the job	Essential	Desirable
🛡️ Ability to respond appropriately in high-pressure situations	✓	
🛡️ Strong communication and interpersonal skills	✓	
🛡️ Ability to design and deliver training and awareness sessions	✓	
🛡️ Ability to manage referrals and maintain accurate records	✓	
🛡️ Strong organisational skills and attention to detail	✓	
🛡️ Experience delivering mental health or suicide prevention training	✓	
🛡️ Experience working within multi-agency environments		✓
General Skills	Essential	Desirable
🛡️ Compassionate, empathetic and non-judgemental approach	✓	
🛡️ Availability for flexible working hours	✓	
🛡️ Ability to travel around the Wolverhampton Wanderers Foundation geographical area or to get to Molineux Stadium	✓	
🛡️ Committed to making a positive impact to beneficiaries with a pro-active solution focussed approach	✓	
🛡️ Resilient and emotionally intelligent	✓	
🛡️ Ability to maintain professional boundaries and confidentiality	✓	
🛡️ Passion for community engagement and mental wellbeing	✓	
Experience: proven record of experience in a particular field, profession, or specialism.	Essential	Desirable
🛡️ Experience working in safeguarding, mental health or crisis response environments	✓	
🛡️ Experience supporting individuals at risk		✓
🛡️ Experience working with external partners and agencies		✓
🛡️ Experience working within sport, events or stadium environments		✓



 Experience leading programmes or initiatives		✓
Qualifications: the level of educational, professional and/or occupational training required	Essential	Desirable
 Post-holder must hold or obtain at the earliest opportunity the relevant safeguarding	✓	
 Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager	✓	
 Adult Mental Health First Aid qualification	✓	
 Post-holder must hold a valid driver's license.		✓
 Qualification in mental health, counselling, safeguarding or related field		✓
 Management or Leadership qualification		✓

NB: This job description and personal specification is intended to be a general guide to the scope of the duties and not an inflexible specification.